

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

## Present:

Sri Achyutananda Meher ... President  
Sri Pulakesh Dasbhaya ... Member (Finance)

1	Case No.	<b>RKL/ 264 /2024</b>				
2	Complainant	Name & Address:		Consumer No:		
		Natabar Agarwalla		8131-1202-0242		
		At/PO- Town Market, Rajgangpur, Dist- Sundargarh.		Contact No.:		
				Nil		
3	Respondent	Name		Division		
		SDO-I, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.		
4	Date of Application	20.04.2024				
5	In the matter of-	1. Agreement / Termination		2. Billing Disputes		√
		3. Classification / Reclassification of Consumers		4. Contract Demand / Connected Load		
		5. Disconnection / Reconnection of Supply		6. Installation of Equipment & apparatus of Consumer		
		7. Interruptions		8. Metering		
		9. New Connection		10. Quality of Supply & GSOP		
		11. Security Deposit / Interest		12. Shifting of Service Connection & equipments		
		13. Transfer of Consumer Ownership		14. Voltage Fluctuations		
		15. Others (Specify) -				
6	Section(s) of Electricity Act, 2003 involved	42(5)				
7	OERC Regulation(s):				Clauses	
	1	OERC Distribution (Licensee's Standard of Performance) Regulations,2004				
	2	OERC Conduct of Business) Regulations,2004				
	3	Odisha Grid Code (OGC) Regulation,2006				
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations,2004				
	5	Others-OERC Distribution (Conditions of Supply) code, 2019			155/157	
8	Date(s) of Hearing	20.04.2024				
9	Date of Order	23.04.2024				
10	Order in favour of	Complainant	√	Respondent	Others	
11	Details of Compensation awarded, if any.	Nil				
12	Appeared for the Complainant:		Appeared for the Respondent:			
	Natabar Agarwalla		Er. Pabitra Chitta Mukherjee, SDO			

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Rajgangpur-I Electrical Sub-division of Rajgangpur Electrical Division camp on 20-04-2024, the complainant appeared before the Forum whereas SDO- Rajgangpur-I appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-General Purpose consumer having consumer No. 813112020242 with connected load of 0.50 KW. That the Complainant has raised objection regarding the provisional/average bills served to him. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier on.

## **Gist of Arguments made by the Parties**

Both parties were present in the hearing. The contentions made by the parties are as follows:

### **1. Submission of the Complainant:**

- The complainant submits that, high consumption bills have been served to him resulted to accumulation of arrear.
- He further submits that; he had made verbal complain to the respondent about the erroneous bill.
- He also requested the Forum to revise the bills.

### **2. Reply Submission of the Respondent:**

- The respondent produced the billing abstract from Apr'2021 to Jan'2024 and a PVR dated 22-02-2024 mentioning the meter reading as "2" KWH of meter no. TWSP51023709.
- The respondent also agreed to the provisional/average billing from Oct'2021 to Jun'2023 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

## **Findings of the Forum**

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents and provisions of law have concluded as follows:

- That the complainant has been billed on actual meter readings up to Sep'2021 with a meter reading of "3" of meter no. 2032199. From Oct'2021 to Jun'2023, provisional/average bills have been served @ of 108 units, 122 units, 119 units etc. due to meter defective.
- In the meanwhile, a new meter bearing Sl. No. TWSP51023709 has been installed on 14-08-2023 in the premises of the complainant.
- Therefore, it is decided by the Forum that, average period bills should be revised.
- It is also noted that, after meter change the billing for the month of Jul'2023 has been done @105 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "1", which also needs revision.

### **Directions of the forum**

In view of the above findings and discussions, the Forum is of the view that,

- The provisional/average bills served to the complainant from Oct'2021 to Jul'2023 are to be revised as per the average of six consecutive billing of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **31-05-2024**.

*"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums".*

  
**Co-opted Member**

No. GRF/RKL/ 319<sup>(4)</sup>

  
**President**

Date: 30/04/2024

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Chief Legal, TPWODL, Burla.

